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*Equal Opportunity Housing and Equal Opportunity Employment*

**Date:** September 21, 2009

**To:** Property Owners / Management Agents  
TRACS/Voucher Personnel

**From:** Minnesota Housing (MHFA)  
Multi Family Division  
Section 8 Contract Administration PBCA and TCA

**Subject:** Special Claims – Vacancy, Unit Transfers & appropriate Waiting Lists

**NOTE:**

**This information is critical in the processing of Special Claims from this date forward. Please give this important information to the appropriate staff immediately.**

Minnesota Housing TRACS/Voucher staff would like to bring to your attention current issues and changes to the processing of Special Claims submitted for approval. These changes will be effective immediately.

**60 Day Vacancies** – With the need for affordable housing continuing to increase, especially in the metro area, we continue to receive claims for units vacant for the maximum 60 days. HUD is taking note of this issue, and in the interest of stretching tax dollars used to pay subsidy, MN Housing must give such claims greater scrutiny. The good news is, with a few simple steps on your part, you should be able to place an applicant in an available unit sooner than 60 days.

- Applicants near the top of the waiting list should be contacted, at the earliest, immediately upon receiving a vacate notice in order to utilize the unit as soon as possible.
- You should initiate contact with more than one applicant at a time in order to proceed quickly and efficiently. Do not wait for a definitive answer from applicant #1 before contacting applicant #2 and so on.
- If an applicant is unable or unwilling to move in within the time frame that you specify, you should proceed to the next applicant on the list, who may be able to move in sooner.

Minnesota Housing finances  
and advances affordable housing  
opportunities for low and moderate  
income Minnesotans to  
enhance quality of life and foster  
strong communities.

**All vacancy claims submissions must include the following clear, legible, documentation.** An example of a waiting list for you to review and use is posted on the Minnesota Housing website at:

<http://www.mnhousing.gov/housing/management/section8/index.aspx>

- The waiting list **MUST** show each and every applicant you contacted to fill a particular unit. This documentation must **show the date(s) contacted and the outcome of the contact.**
- Evidence of your marketing efforts must be included with the Special Claim if:
  - You have contacted all applicants on your list without renting the unit.
  - You have no waiting list, or
  - The unit was occupied by someone other than an applicant from the waiting list.
- Marketing efforts include copies of bills and invoices that document the placement of the ad as well as the frequency of the ad. Submission of the ad, by itself, is not sufficient to document the claim.

**Unit Transfers** – Vacancy claims submitted that involve unit transfers, must include documentation as to the reason for the unit transfer. **Vacancy claims for unit transfers will be approved only if the unit transfer was for a valid reason (i.e. change in family size).**

If the documentation listed above is not included with your special claim, your claims package will either be denied or returned to you as incomplete.

If your claims are returned to you as incomplete, please remember that all claims processing must remain within the 180 day time frame from the “unit ready date,” including any and all of your resubmissions.

If you have any questions, please contact your Minnesota Housing TRACS/Voucher Staff Technician.